

ABILITIES MANITOBA

ANNUAL REPORT

2021-22



"Perseverance is not a long race; it is many short races one after the other."

- WALTER ELLIOT



Table of Contents

Mission, Vision, and Values Statements	2
Board of Directors	3
Our Staff	4
Our Members	5
Solving The Community Living Labour Crisis.....	6
2021-2022 Achievements.....	7
Leadership Report	8
Capacity Builder Report.....	11
Quality Framework Project	13
Our Three Priorities	16
Board Committees and Working Groups	17
Membership Committee	19
Policy Committee	20
Treasurer’s Report.....	21
Financials	35
Corporate Partners.....	36
Abilities Manitoba 6 th Golf Tournament	37



Mission, Vision, and Values Statements

Mission Statement

Abilities Manitoba is a network of agencies that exists to foster excellence in services for people with intellectual disabilities.

Vision Statement

Together we can create a province where all Manitobans value the quality of life of people with intellectual disabilities, and the partnership between communities, governments, families, and agencies that support them.

Values

Community Participation: We need community participation to make inclusion, choice and respect for all people a reality.

Respect: The people we are supporting are deserving of qualified staff. Member agencies must comply with all pertinent legislation such as the Vulnerable Persons Act, Human Rights and all others to ensure all persons are treated equitably.

Human Rights: We promote the interests, rights and freedoms of supported individuals in member agencies.

Transparency: Member agencies will be respectful of and accountable to the people they serve, employees, funders/government and the community at large.

Not-For-Profit: Services provided to the people we support will be not-for-profit.

Natural Supports: We recognize the value and contribution of natural supports for people with intellectual disabilities.





Board of Directors



Scott Smith
President

Director of Program Development & Quality Assurance at Pulford CLS
scotts@abilitiesmanitoba.org



Charmayne Dubé
Vice-President

Director of Services at New Directions
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Courtney Welch
Treasurer

Director of Finance and Operations at Epic Opportunities
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Maria Freeman
Secretary

Executive Director at Inclusion Selkirk
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Oly Backstrom
Director

Executive Director at SCE Lifeworks
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Jeannette DeLong
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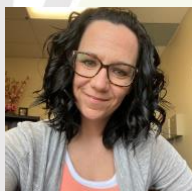
Malinda Roberts
Director

Executive Director at Winnserv
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Jennifer Rodrigue
Director

Director Communications & Public Affairs at St.Amant
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Ashley Seymour
Director

Director of Operations at Association for Community Living Beausejour Branch Inc.
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Jimm Simon
Director

Executive Director at Community Living Interlake
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Our Staff



Margo Powell
Executive Director



Leanne Fenez
Project Specialist



Leslie Udell
Capacity Builder



Jeannie Alexander
Capacity Builder



Yolly Tang
Administrative Assistant and Bookkeeper



Branden DeFoort
Quality Specialist



Natalie Giesbrecht
Quality Specialist



Wendy Humphrey
Quality Specialist



Our Members

ACL Beausejour
ACL Flin Flon
ACL Interlake
ACL Swan River
ACL Virden
Arcane Horizon
Blue Sky Opportunities
Career Connections Inc
Cerebral Palsy Association of Manitoba
Com-Span Inc.
Community Ambitions Day Service
Community Bridges Gimli
Community Living Manitoba
Community Respite Service Inc.
Connect Employment Services Inc.
Continuity Care
COR Enterprises
Cornerstone Christian Care Society Inc.
DACSH
enVision Community Living
Epic Opportunities
Equal Opportunities West Inc.
Fairfax Community Resources Inc.
Family Visions
Frontier Trading Company Inc.
Gateway Resources
Grandview Gateways Inc.
GROW
Hearthstone Community Group
ImagineAbility Inc.
Inclusion Selkirk
Inclusion Westman
Inclusion Winnipeg
Initiatives LIFE Options
Juniper Centre Inc.
K & D Transitions & Supports Inc.

Kelchris Inc.
L'Arche Winnipeg
L'Avenir Winnipeg
Manitoba Possible
New Directions
Norshel Inc.
Opportunities For Independence Inc.
Options, Pathways & Transitions Inc.
Parkland Regional Community Linc
Prairie Partners Inc.
Pulford Community Living Services
Riverdale Place Homes Inc.
Riverton Care Services
Rolling Dale Enterprises Inc.
ROSE Inc.
Samtak Coop Inc.
SCE LifeWorks
Shalom Residences Inc.
St. Amant
The Link: Youth and Family Supports
Touchwood Park Association
T.S.EN.
Turning Leaf Community Support Services Inc
Visions of Independence
WASO Inc.
Wings of Power
Winnserv Inc.

Associate Members

Red River College: Disability and Community Support Program
The Alliance of Direct Support Professionals of Manitoba



Solving The Community Living Labour Crisis



The Solution: A Comprehensive Labour Strategy That Links Wages and Increased Training Standards



Training plan can include a career ladder with transferable skills and substantially improved standardized training.

Learn more about the negative impacts of high DSP turnover on vulnerable people at: <https://www.c-q-i.org/resources/articles/dsp-turnover-negatively-impacts-the-health-and-safety-of-people-with-idd/>



2021-2022 Achievements

In the face of a multitude of challenges over the past year, our staff team, Board of Directors, Corporate Partners, and phenomenal member organizations have helped Abilities Manitoba achieve so much. We are proud to reflect on it here with you.

Organizational Growth & Development

- 67 Member Organizations
- 2 Associate Members
- 6 Corporate Partners
- 7 Employees



New Website Launch Date April 2022

2022 Member-Informed Strategic Plan

- 250+ Stakeholders Surveyed
- 20 1:1 Stakeholder Interviews
- 6 Live Focus Groups



\$35,000+ Fundraised

- 5th Annual Golf Tournament
- Payroll Jackpots

\$400,000

From The Province of Manitoba To Administer The [Innovation and Transformation Fund](#)

- 4 Grants
 - Healthy Hire Manitoba
 - Inner-City Workplace Student
 - Building Sustainable Communities
 - The Winnipeg Foundation

Labour Crisis Advocacy

Provided Member Support To Engage MLAs & The Department of Families in Critical Funding Discussions



Multiple Meetings With Senior Leaders & The Minister of Families

Attended Provincial Budget Consultations and Made a [Submission](#)

10 Samsung Tablets Given Away

Leadership & Advocacy

At The Table With Government

Meetings With Executive Director of Disability Programs, Assistant Deputy Minister, Deputy Minister, and Minister Squires



Regular meetings with The Manitoba Department of Families Community Services Team

Member-Informed Advocacy to Influence Government Process During The COVID-19 Pandemic

- PGT consent rapid tests
- boosters
- transportation
- 2 dedicated nurses with the RRT
- N95 mask fittings
- staff redeployment
- CLdS Town Hall Webinars
- accessible, sector-specific vaccine clinics
- wage top-ups for a segment of DSPs
- closure and reopening of day services
- access to PPE for Frontline Staff
- Department of Families circulars
- critical worker status for DSPs
- Red River College DSW Orientation Course
- SMPs
- contact tracing
- pandemic staffing support fund extended

Membership Enhancement

- SPECTRUM Partners
- Barrier-Free Manitoba
- Disability Matters Vote
- SRV Training Committee

Committee Representation

- MDC Resident Transition Committee
- Vaccination Task Force Committee
- RRC Polytech DCS Program Advisory Committee
- Cross Sector Non-Profit Coalition
- Human Rights Triage Protocol Coalition
- VPA Task Force Committee ([Report](#))



Capacity Building

- Member Outreach
- 5 Members-Only Webinars
- Member Resource Development
- 4 Regional Member Networks
- 8 Member Surveys for Data-Driven Advocacy



Training Development

- 8,600 Hours of Free Training To Pilot Organizations
- Recorded POM Webinars
- Rights Training Curriculum
- 10 Training Videos
- [What The Heck Is Consent Video](#)
- [Vowels of Choice Video](#)

Quality Framework Project

Personal Outcome Measures[®] Pilot

- 75 Interviews Completed
- 295 Staff Trained in POM
- 15 Community of Practice Sessions

Thank you to our Corporate Partners:





Leadership Report

2020-21 proved to be an incredibly challenging year for our members. COVID continued to be front and centre and the impacts were felt deeply. Our members experienced loss of people supported and continued to try their best to provide quality supports in a dire staffing crisis. They have been stretched well beyond reasonable measure; they are exhausted. Despite this, they continue on with determination; seeking silver linings and opportunities where they exist. We are tremendously inspired by our members who continue to reach out, offer support for one another and keep the vision front and centre, despite the many ongoing challenges.

Employment and day services have had to continue to adapt to different interim funding models and despite the approval to re-open, very few have been able to. Most operated a fraction of their services due to an inability to fill vacant staff positions. This marks the second full year that many people with lived experience have not been able to take part in their typical daytime activities. The impact this is having on people cannot be underestimated.

Abilities continued weekly COVID meetings with a leadership team from CLDS through the first half of the fiscal year and then returned to regular quarterly meetings. Thank you to Scott Smith and Charmayne Dubé for the incredible commitment you've made to attend these meetings and advocate on behalf of our sector. Margo continued to meet regularly with a program specialist to discuss COVID related issues and concerns.

Much of our year was spent focusing on advocacy for improved wages for direct support staff. We've heard of so many hardships and impacts the lack of staffing has had on our members and the people they provide services to. Our members were challenged to implement circulars with very little notice and worked hour by hour to find coverage for shifts. Certainly, this is a year that will not soon be forgotten.

Abilities met with the Minister, Deputy Minister and senior leadership of CLDS regularly throughout the year to bring the staffing crisis to the forefront. Having always had this staffing challenge, it was difficult to raise the issue in a new way to garner the attention needed. The magnitude of the crisis has been amplified with the pandemic. People across Manitoba joined us in advocating for improved wages by reaching out to their MLA's. Ultimately, the Provincial Budget brought desperately needed increases to our sector. While good news, it's the first step of many needed to bring our sector up to par with other similar sectors. The increase also poses challenges for day, employment, respite and other services who did not receive the same increase as shift staffed homes. Advocating on the human resource crisis our members are experiencing was the top advocacy priority of the year.

The Quality Framework and Innovation and Transformation Fund saw delays as a result of our member hardships. Despite this, both projects are going well and the Quality Framework team

worked hard on legacy resources that will be valued long term. Leanne remained as lead for the Quality Framework and took on oversight of the Innovation and Transformation fund as well.

We continue to grow and diversify our funding and were grateful recipients of a grant from Building Sustainable Communities. This grant allowed us to move forward in redesigning our website, proceed with strategic planning and maintain the Capacity Building role for the full year.

We have appreciated the continued support of Corporate Partners Northway Pharmacy, Inclusion System and HUB/Wawanesa. Their ongoing commitment has helped the funding diversification and sustainability Abilities needs and we are so appreciative. We are excited to welcome Exchange Group as a Gold Corporate Partner and Therap as a Silver Corporate Partner.

In August we hosted another sold out golf tournament at Southwood Golf and Country Club. We added a 50/50 draw to our fundraising endeavours and continued payroll jackpots with both Pulford and IBEX Payroll.

At the end of the fiscal year we received grant funds for two projects from the Department of Economic Development, Infrastructure and Trade:

1. Training: to start to address that lack of training as a result of COVID, Abilities will offer VPA, Protections and NCI training across the province, prior to January 2023. Each training will be offered 12 times.
2. Recruitment Campaign: Abilities will contract a company to develop a recruitment and advertising campaign aimed at attracting direct support staff.

Jeannie will be overseeing both of these projects in her role as Capacity Builder. In September we bid farewell to Leslie Udell and Jeannie moved from a half time to a fulltime contract.

This year also saw the passing of Bill 72 to create a separate employment and income assistance program for people with disabilities. Abilities Manitoba has been involved in many discussions related to Bill 72 as a result of our participation on the Disability Matters Vote Steering Committee.

The Vulnerable Person's Act Task Force Report was released in December of 2020. We will continue to be involved in a number of the recommendations and in providing input and feedback from our members.

The coming year brings a new strategic plan, the winding up of the quality framework pilot and innovation and transformation fund, the launching of two new projects and so much more. Abilities is in a strong position and is proud of the many strong relationships and connections we have. While our members have been challenged like never before, their resiliency, optimism, and



determination are unparalleled. The coming year will focus on recovery, wellbeing and rebuilding. We look forward to supporting our members through the ongoing challenges and opportunities that are ever-present.

Respectfully Submitted,

Margo Powell
Executive Director

Scott Smith
Board President

Capacity Builder Report

Background: The Capacity Builder position was established to provide direct resources and support to benefit member organizations. Beginning as two half-time term positions in October 2019, and turning into one full-time term position in September 2021, the Capacity Builder role continues to expand to meet the needs of our member organizations.

Annual Update: Similarly to the first year of the Covid-19 pandemic, Abilities Manitoba members were presented with numerous pandemic-related challenges. The Capacity Builder supported member organizations through the creation and sharing of resources, connecting members with one another when beneficial, and reaching out to members to learn about challenges, working towards ways to address them. The Capacity Builder developed and launched member surveys, analyzing data results in a way that helped inform the Abilities Manitoba Board and leadership team of trends and challenges faced by our members. Surveys launched this past year include:

- Mandatory Vaccinations/Testing - Impact on Staffing
- Investigations
- Impact of The End of CERB on Staffing Totals
- Red River Micro-Credential DSP Orientation Course Feedback
- Budget-Planning Experiences
- Mobile Vaccination Experiences
- Starting Wages and Vacancies
- Mandatory Vaccination/Testing Requirements Per Organization

The Capacity-BUILDER has supported the coordination of special projects such as our 2022 Strategic Planning, the financial audit, grand-writing, and the development of a new, accessible website for Abilities Manitoba.

Throughout the past year, the Capacity Builder has continued to support and has been an active member of the Professionalization Working Group, the Membership Committee and the RRC Disability & Community Supports Advisory Committee.

Sector Awareness & Recruitment Project

Project Summary: Abilities has been contracted by The Department of Economic Development, Investment & Trade to implement a marketing strategy in an effort to attract new staff members to the sector, or to retain or re-engage existing CLDS staff for the current and post-pandemic period. Abilities will develop and deliver a broad-based recruitment-focused advertising campaign across Manitoba through several communications channels which can include radio, billboards, social media, TV, print media, and other. The expected project outcomes are for Abilities to secure a marketing firm to assist in development and delivery of project, and to develop and implement a broad marketing campaign across Manitoba to promote employment in the CLDS sector. Project end date is December 2022.

This document is available in alternative formats.
Please email admin@abilitiesmanitoba.org for assistance.

Project Update: Abilities has selected the marketing firm, UpHouse, to coordinate the development of a campaign strategy, messaging, and execution. Focus group workshops have been held to engage a variety of stakeholders including people with lived experience, families, service-providers, and DSP – ensuring that campaign messaging is representative and impactful. The Alliance of Direct Support Professionals of Manitoba has offered to host a web page from their new, soon-to-launch website which will act as a campaign landing page where people can learn how to get involved with the campaign and job seekers can apply to hiring organizations.

Staff Training & Development Project

Project Summary: Abilities has been contracted by The Department of Economic Development, Investment & Trade to develop and deliver three foundational courses online or in-person (where suitable) for new and existing staff of CLDS-funded service providers with approval from the Department of Families. Courses will be offered to Abilities Manitoba members as well as to non-members. Course content will focus on meeting provincial licensing requirements and CLDS staff competencies. Project outcomes are to deliver the following sessions by December 2022:

- Agency Guide to The Vulnerable Persons Living with a Mental Disability Act: 12 sessions
- Protection From Neglect and Abuse: 24 sessions
- Nonviolent Crisis Intervention (NCI): 24 sessions

Project Update: A group of 10 existing VPA trainers from member organizations have been identified as wanting to help facilitate the VPA sessions. The group is in the process of consolidating course content, materials and facilitation methods to ensure consistency of course delivery/quality. Abilities is also assembling a group of NCI trainers who are interested in facilitating for this project. The aim is to build training capacity throughout each region in Manitoba. A learning management system is being developed to deliver the Protection course online in a self-directed learning fashion, and allowing for learner engagement by use of videos, question and answer segments, and unit quizzes.

The Capacity Builder role continues to be one that supports members through networking, resource sharing, resource development, and advocacy.

Respectfully Submitted,

Jeannie Alexander
Capacity Builder

Quality Framework Project

Background:

In October 2017, the Department of Families and Abilities Manitoba entered into a partnership to develop a quality improvement framework for Community Living disABILITY Service (CLDS), the program that provides services and supports to adults with an intellectual disability. Phase one of the project was completed in April 2019.

In part, the first phase of the project set out to identify an outcome measurement tool that could be used to gather data on quality of life indicators of people receiving CLDS-funded services in Manitoba.

The Phase One final report recommended the use of the Personal Outcome Measures[®] (POM) Tool, created and administered by The Council on Quality and Leadership. The POM is a valid and reliable tool used to gather quality of life information from supported individuals. The questions are conversational in nature and aim to determine whether quality of life indicators are present for the individual, and whether supports and services are present to help achieve those outcomes.

The full final report can be found here: <https://abilitiesmanitoba.org/wp-content/uploads/2020/02/Quality-Framework-Public-Release-FINAL.pdf>

Phase Two of the project was designed to implement several of the recommendations identified in Phase One. Specifically, the goal of Phase Two of the project was to increase capacity for services to support good lives for people with intellectual disabilities by:

- Completing the stakeholder engagement process of Phase One of the quality improvement work;
- Engaging with the Council on Quality and Leadership (CQL) to pilot and evaluate the recommended outcome measurement tool, Personal Outcome Measures tool in Manitoba; and,
- Introduce the Leading Practice Guidelines and support engagement with service providers to build capacity to utilize the resources and guidance articulated in the Guidelines.

More information on the Quality Framework is available at <https://abilitiesmanitoba.org/wp-content/uploads/2020/02/Quality-Framework-Public-Release-FINAL.pdf>

Starting in February 2020 and extending until December 31, 2022, the Department of Families and Abilities Manitoba are piloting the POM tool with a small cohort of CLDS-funded agencies. The project aims to utilize POMs within eleven organizations that provide a variety of services to individuals with intellectual disabilities and evaluate the impact, data and benefits to inform possible future use in Manitoba. The plan is to interview approximately a representative sample within each organization (approx. 20%). Significant training of staff within pilot organizations has also been done (and will continue).

This document is available in alternative formats.
Please email admin@abilitiesmanitoba.org for assistance.

A formal evaluation of the impact of Personal Outcome Measures® is also underway via a third party contract.

More information on Personal Outcome Measures® can be found at <https://www.c-q-l.org/tools/personal-outcome-measures/>

Annual Report:

While COVID restrictions continued to limit our ability to do conduct Personal Outcome Measure (POM) Interviews in person for much of the fall and winter, we have continued to interview virtually where people were comfortable and able and have been able to ramp up in person interviewing this spring. We were able to interview over 100 people despite the restrictions.

We continued to host regular (at least monthly if not more often) Virtual Community of Practice sessions surrounding certain topics such as Digital Literacy, All about Sex, Person Led Planning, Communication, etc. . To date, 275 people have attended a Community of Practice Session.

We developed an online community using the Mighty Networks platform called ‘Extraordinary, Ordinary Lives’ that allows for safe discussion and exchange of ideas and resources amongst those who have joined. This online community is designed to connect those that have been trained and help them keep the momentum going when they are back at work. It is has tripled its membership since last year and currently has 62 members.

We continue to host monthly Virtual 5 day and 1 day POM Workshop and as of the end of May, we have trained 285 people on Personal Outcome Measures.

In total we have provided over 9000 hours of training to participating organizations.

A series of video shorts (5-15 minutes long) have been developed on a range of topics – Rights, Connection, Language, Social Roles, etc. that can support training and discussion with DSPs at staff meetings. Information on how to guide discussion along with some suggested follow up activities will be included. These will be available publicly for all organizations to use once the ASL interpretation is complete.

An RFP was sent out soliciting interested parties to conduct the evaluation of the POM pilot. Chalet Point Consulting was ultimately awarded the contract. Evaluation work is well underway with surveys of over 300 staff within organizations complete and individual interviews and focus groups underway. Currently, there is a focus assessing the Social and Economic Return on Investment of the activities that have been part of the pilot.

This document is available in alternative formats.
Please email admin@abilitiesmanitoba.org for assistance.



As we near the end of the pilot, we are anticipating and planning for the following milestones or deadlines:

- Last day of interviewing – September 16th, 2022
- Last POM workshop – Sept 19-23rd 2022
- Last COP – Sept 28th, 2022
- Formal Evaluation report – October 31st, 2022
- Project final report and recommendations – December 15th, 2022

Leading Practice Guidelines:

The Leading Practice Guidelines are set up on the Abilities Manitoba website in an interactive format along with associated resources, sample policies and documentation. You can access these here: <https://abilitiesmanitoba.org/docs/leading-practice-guidelines/> (note: the listing is dynamic and ever growing so come back often!)

We have been working on the plain language version of the Leading Practice Guidelines and plan to engage people with lived experience to assist us with this once pandemic restrictions allow.

Progress on the self-assessment guide continues. This is a guide that will assist organizations to assess themselves against the Leading Practice Guidelines and see where they have opportunity to invest their energy and focus to improve. We have 5-6 organizations who have asked to trial the self-assessment once it is complete.

Respectfully submitted,

Leanne Fenez
Quality Lead



Our Three Priorities

Better Outcomes:

When we talk about **better outcomes** we are seeking fair wages for disability support staff, improved training and a quality assurance framework.

Better Access:

When we talk about **better access** we specifically mean better access to services and are seeking to address wait times, system coordination and cost of living increases for agencies.

Better Inclusion:

When we talk about **better inclusion** we mean a stronger emphasis on person centered supports. This relates to an increased focus on relationships and community connections as well as continued work on the Accessibility for Manitobans Act, employment for people with disabilities and a dignified income.





Board Committees and Working Groups

BOARD COMMITTEES

Finance Committee

Chair: Courtney Welch

Members: Charmayne Dubé, Margo Powell, Scott Smith

Membership Committee

Chair: Maria Freeman

Members: Jeannie Alexander, Charmayne Dube, Scott Morden, Audra Penner

Golf Tournament Sub-Committee

Chair: Scott Smith

Members: Jeannie Alexander, Maria Freeman, Margo Powell, Yolly Tang, Leslie Udell

Policy Committee

Chair: Jeannette DeLong

Members: Ruby Reimer, Scott Morden

Strategic Planning Committee

Chair: Charmayne Dubé

Members: Oly Backstrom, Jimm Simon, Margo Powell

WORKING GROUPS

Barrier Free Manitoba

Representative: Leanne Fenez

Background: Barrier-Free Manitoba is a non-partisan, non-profit, cross-disability initiative that was formed in 2008 with a goal of getting the Province of Manitoba to enact strong and effective legislation that requires the removal of existing barriers and prevents the creation of new ones.

This legislation was passed and proclaimed on December 5, 2013 in the form of the Accessibility for Manitobans Act. This was accomplished because of the widespread support provided by organizations and individuals from and beyond Manitoba's disability communities. BFM has remained active since that time to ensure the full and timely implementation of the act occurs. In January, 2019, the majority of the BFM Steering Committee members who had served since 2008 along with BFM's consultant, stepped away and new members stepped in with a commitment to work at the mandate until at least 2023.



At present, two of the five standards required under the legislation are in force (Customer Service & Employment Standards), with three others having been drafted. (Information & Communications, Transportation, & Design of Public Spaces Standards). The legislation calls for significant improvement of accessibility by 2023.

Membership: The Barrier-Free Manitoba Steering Committee is currently made up of representatives with the following organizational affiliations: Manitoba Possible, Abilities Manitoba, Children’s Coalition, Manitoba Supported Employment Network, and New Directions.

Professionalization

Representative: Jeannie Alexander

Background: This working group was established to assist with developing a province-wide strategy that will enhance training standards and wages for direct support staff.

Membership: Chair: Charmayne Dubé, Krista Bissett, Jeannette DeLong, Leanne Fenez, Maria Freeman, Jennifer Hagedorn, Bryan Lotocki, Kristin Knockaert, Scott Smith, and Michelle Tomchak (Alliance of Direct Support Professionals Rep). Abilities Manitoba: Leslie Udell.

Red River College Advisory Committee

Representative: Jeannie Alexander

Background: This committee meets twice a year to provide guidance and advice on all matters related to the Disability and Community Support Program at Red River College to ensure program relevance to both students and employees.

Members: The Advisory Committee consists of representatives from Red River College, student representatives, a Family Services Representative and community representatives.

Membership Committee

The membership committee continued to adjust to the shift from in-person member engagement at general membership meeting venues to engaging members in alternative ways throughout the pandemic.

We recognize that in person meetings have benefits such as connecting and engaging with people before and after the meeting and that this is being missed by some members and we look forward to being able to have some in person meetings again in the near future. We have recognized that for some members the online meetings allow more people to attend due to accessibility of the on-line meeting and reduction in travel time and costs.

Our focus this year was on how to make online meetings interactive and engaging and Jeannie has done a great job of that with breakout rooms, activities and discussions.

Regional meetings are being coordinated for members so members can share challenges and resources within their respective communities. This forum allows Abilities to see if the issue is region-specific or Manitoba-wide. The information gained through these forums is shared with Margo so she can move issues identified to discussions with CLDS and the Board depending on the scenario/concern.

Based on some feedback from members we offered some short topic specific meetings for member agencies to engage in. This allows staff from specific areas of service to connect with other agencies and hear what is happening around the province.

A huge shout-out to and thank you to Abilities Manitoba's Capacity Builder Jeannie who has taken on most of the tasks that have historically been completed by the Membership Committee. In 2022-23 as part of the strategic plan, we will discuss the adjustment to work of the membership committee now that Abilities has staff.

Thank you to all of the members for adapting to the new format for meetings. Your attendance and feedback has been appreciated and we look forward to seeing you in person.

Submitted by: Maria Freeman



Policy Committee

The policy committee, consisting of Ruby Reimer, Scott Morden, and Jeannette DeLong, met several times over the year to review and draft policies. With the rapid growth of Abilities Manitoba as an employer, the need for policies also increased. The policies are intended to be a resource of information for employees to use for decision making in their work. Although most of the committee's time was spent with development of new policies, the committee also spent some time amending existing policies.

The work included:

- Revision of Personnel Policy: **Benefits**, to address sick leave language and personal paid days for full time project employees, in addition to some other language edits for clarity.
- Creation of Personnel Policy: **Remote Work**, to provide protocols for working off site.
- Creation of Organizational Policy: **Accessibility**, to comply with the requirements coming out of the Customer Service Standard, and Employment Standard, from the Accessibility for Manitobans Act.
- The title of the Personnel Policy Manual was changed to 'Policy Manual' to better reflect the range of policy topics.
- There was also a slight restructure to the Table of Contents now that policies are extending beyond just personnel policies and into organizational policies.

I appreciate the work put into this committee by both Scott and Ruby. As well, the work done by Margo has been helpful in providing information and advice to the committee on how the policies should, and do, impact operations. Thank you to all of you.

Submitted by: Jeannette DeLong



Treasurer's Report

1. Budgeting

- The 2022-23 budget was updated to account for significant new grant income announced late in the 2021-22 fiscal year (training fund and DSP campaign), and the update was approved by the board on April 27th. The new provincial grants push this fiscal year's budget to nearly \$1.4 million, an indicator of provincial staff's trust in our ability to carry out projects of mutual interest.
- I would like to acknowledge the great work Margo and Yolly undertook to quickly update a complicated budget with a lot of moving parts, and also to create matching financial statements and work through our first audit (more on that shortly).

2. Financial Planning

- The Board is planning to consider possible changes to **membership fees** and associated procedures over the coming year.
- We asked our broker to take our **insurance** to market, but no quotes were competitive in comparison with our current underwrite Ecclesiastical, so we do not contemplate a change at this time.

3. Finance Related Policies

- Items identified for finalization and board approval this year include a compensation policy and wage scales for all employee positions.
- The Golf Tournament Committee has been disbanded, as its work is now carried out by staff with help from partner Northway Pharmacy.
- The board has formally delegated signing authority to Leanne and Margo for the purpose of entering into Innovation & Transformation funding contracts.

4. Governmental, legal and internal reporting deadlines

- We are up to date on all government and legal reporting deadlines, and are currently working with our auditors to prepare and submit our T1044 and other required federal tax forms.



5. Financial Reporting (audit report and appointment of auditors)

- The various provincial funding contracts into which Abilities Manitoba entered in the fiscal year just past oblige us to provide audited financial statements showing how we have utilized the various funds. Accordingly, the board and staff issued an audit RFP, evaluated the responses, and chose the Exchange Group to conduct the organization's first-ever audit. I think the result was a remarkably clean audit, considering it was our first, and that opinion was echoed by our auditors.
- The summary of our financial position as of March 31st 2022 shows a very comfortable amount of cash, though as you can see on the liability side, much of it consists of deferred revenue that will be spent or disbursed this fiscal year (see note 4 for a breakdown of deferred revenue). Still, net assets have increased by amount 10%, a favourable result.
- Turning to the statement of revenue and expenses, we can see that project funding more than tripled over the previous year as we contracted with the Province to manage the Quality Framework and Innovation & Transformation Fund projects. Membership dues were up slightly, and fundraising netted almost exactly \$35 000. We had almost no DMV income or expenses, the election being past, and did not request additional CEWS funding. We invested heavily in IT, most notably a redeveloped website that should be much more accessible and functional for members and public alike; we also had significant spending on professional fees (mostly for strategic planning and payroll fees) and office expense. We spent almost nothing on pandemic supplies this fiscal, but as you can see we had very high expenditures relating to ongoing projects, in the form of Quality Framework expenses as well as greatly increased wage and benefit costs for positions associated with projects. We ended the year with a modest surplus of just over \$12 000.
- Motion to accept the auditors' report as presented.
- *Appended: Abilities Manitoba Inc. March 31, 2022 FS.pdf*

Submitted by: Courtney Welch

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ABILITIES MANITOBA INC.

Financial Statements

Year Ended March 31, 2022



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ABILITIES MANITOBA INC.
Index to Financial Statements
Year Ended March 31, 2022

	Page
INDEPENDENT AUDITOR'S REPORT	1 - 2
FINANCIAL STATEMENTS	
Statement of Financial Position	3
Statement of Revenue and Expenses	4
Statement of Changes in Net Assets	5
Statement of Cash Flows	6
Notes to Financial Statements	7 - 8
Statement of Revenue and Expenses - Innovation & Transformation Fund (<i>Schedule 1</i>)	9
Statement of Revenue and Expenses - Quality Framework (<i>Schedule 2</i>)	10



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INDEPENDENT AUDITORS' REPORT

To the Members of Abilities Manitoba Inc.

Opinion

We have audited the financial statements of Abilities Manitoba Inc. (the organization), which comprise the statement of financial position as at March 31, 2022, and the statements of revenue and expenses, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the organization as at March 31, 2022, and the results of its operations and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the organization in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The financial statements for the year ended March 31, 2021 are unaudited.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with ASNPO, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the organization's financial reporting process.

(continues)

Exchange Chartered Professional Accountants LLP
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1



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Independent Auditors' Report to the Members of Abilities Manitoba Inc. (*continued*)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Exchange

Chartered Professional Accountants LLP
Winnipeg, Manitoba
June 1, 2022



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ABILITIES MANITOBA INC.
Statement of Financial Position
March 31, 2022

	2022	2021 <i>(Unaudited)</i>
ASSETS		
CURRENT		
Cash	\$ 615,480	\$ 193,627
Accounts receivable	116,434	49,415
Prepaid expenses	525	574
	<u>\$ 732,439</u>	<u>\$ 243,616</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 98,070	\$ 11,742
Deferred income <i>(Note 4)</i>	494,940	104,887
	<u>593,010</u>	<u>116,629</u>
NET ASSETS	<u>139,429</u>	<u>126,987</u>
	<u>\$ 732,439</u>	<u>\$ 243,616</u>

ON BEHALF OF THE BOARD

DocuSigned by:
Scott Smith Director

DocuSigned by:
C. Walsh Director

See notes to financial statements

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ABILITIES MANITOBA INC.
Statement of Revenue and Expenses
Year Ended March 31, 2022

	2022	2021 <i>(Unaudited)</i>
REVENUE		
Project funding	\$ 451,533	\$ 138,276
Membership dues	115,045	108,908
Fundraising	65,772	42,055
Contributions	47,018	46,168
Interest	1,019	414
Other	265	6,808
Disability Matters Vote	84	8,800
Canada Emergency Wage Subsidy <i>(Note 5)</i>	-	29,250
	680,736	380,679
EXPENSES		
Advertising and promotion	3,026	569
Bad debts	-	2,500
Constituency engagement	2,625	13,006
Disability Matters Vote	84	8,800
Donations	280	-
Fundraising	30,793	14,805
Information technology	19,063	1,819
Insurance	3,552	3,568
Interest and bank charges	223	84
Meals and entertainment	518	-
Meetings	-	8,186
Office	4,099	767
Pandemic supplies	2,224	136,812
Professional fees	19,462	966
Quality Framework Project	135,570	732
Telephone	1,250	1,651
Training	1,151	585
Travel	748	307
Wages and employee benefits	443,626	166,769
	668,294	361,926
EXCESS OF REVENUE OVER EXPENSES	\$ 12,442	\$ 18,753

See notes to financial statements

4



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ABILITIES MANITOBA INC.
Statement of Changes in Net Assets
Year Ended March 31, 2022

	2022	2021
NET ASSETS - BEGINNING OF YEAR	\$ 126,987	\$ 108,234
Excess of revenue over expenses	<u>12,442</u>	<u>18,753</u>
NET ASSETS - END OF YEAR	<u>\$ 139,429</u>	<u>\$ 126,987</u>

See notes to financial statements



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ABILITIES MANITOBA INC.

Statement of Cash Flows

Year Ended March 31, 2022

	2022	2021 <i>(Unaudited)</i>
OPERATING ACTIVITIES		
Cash receipts from members, fundraising and grants	\$ 1,002,750	\$ 368,175
Cash paid to suppliers and employees	(581,691)	(358,114)
Interest received	1,019	414
Interest paid	(225)	(81)
INCREASE IN CASH	421,853	10,394
CASH - BEGINNING OF YEAR	193,627	183,233
CASH - END OF YEAR	\$ 615,480	\$ 193,627

See notes to financial statements



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ABILITIES MANITOBA INC.

Notes to Financial Statements

Year Ended March 31, 2022

1. PURPOSE OF THE ORGANIZATION

Abilities Manitoba Inc. (the "organization") is a not-for-profit organization of Manitoba and is exempt from the payment of income tax under Subsection 149(1) of the Income Tax Act.

The organization is a network of member agencies that exists to foster excellence in services for people with intellectual disabilities

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFPO) and, in management's opinion, with consideration of materiality and within the framework of the following accounting policies:

Financial instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

Capital assets

Capital assets are stated at cost or deemed cost less accumulated amortization and are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

Website	10 years straight-line method
---------	-------------------------------

The organization regularly reviews its capital assets to eliminate obsolete items.

Revenue recognition

Abilities Manitoba Inc. follows the deferral method of accounting for contributions.

Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred.



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ABILITIES MANITOBA INC.
Notes to Financial Statements
Year Ended March 31, 2022

3. FINANCIAL INSTRUMENTS

The organization is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the organization's risk exposure and concentration as of March 31, 2022.

Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The organization is exposed to credit risk from its members. The organization has a significant number of members which minimizes concentration of credit risk.

Unless otherwise noted, it is management's opinion that the organization is not exposed to significant other price risks arising from these financial instruments.

4. DEFERRED INCOME

	<u>2022</u>	<u>2021</u>
Project funding	\$ 405,753	\$ 1,887
Membership fees	61,926	52,047
Special Contribution	9,850	42,000
Disability Matters Vote	8,869	8,953
Sponsorships	8,542	-
	<u>\$ 494,940</u>	<u>\$ 104,887</u>

5. CONTINGENT LIABILITY

During the 2021 fiscal year, the organization received amounts relating to the Canadian Emergency Wage Subsidy (CEWS). This program of the Federal Government is intended to cover up to 75% of employee salaries for organizations who meet specific criteria related to decreased revenue due to the COVID-19 pandemic

During the year ended March 31, 2022, the organization recognized \$NIL (2021 - \$29,250) in funding related to the CEWS program.

Given the changing program criteria, and the lack of clarity regarding other aspects of the CEWS program funding, there is a potential that the organization may be required to pay back some or all of the funding received with a further potential for interest and penalties on amounts owing. The Federal Government has announced their intention to perform a significant number of audits in relation to this funding. Management has made their best efforts to apply only for funding that they believe match the criteria of the program, and to only apply for amounts related to applicable salaries.



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ABILITIES MANITOBA INC.

Statement of Revenue and Expenses - Innovation & Transformation Fund (Schedule 1)

Year Ended March 31, 2022

	2022	2021
REVENUE		
Project funding	\$ 3,975	\$ -
EXPENSES		
Administration fee	808	-
Donations	100	-
Wages and employee benefits	3,067	-
	<u>3,975</u>	<u>-</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$ -</u>	<u>\$ -</u>

See notes to financial statements



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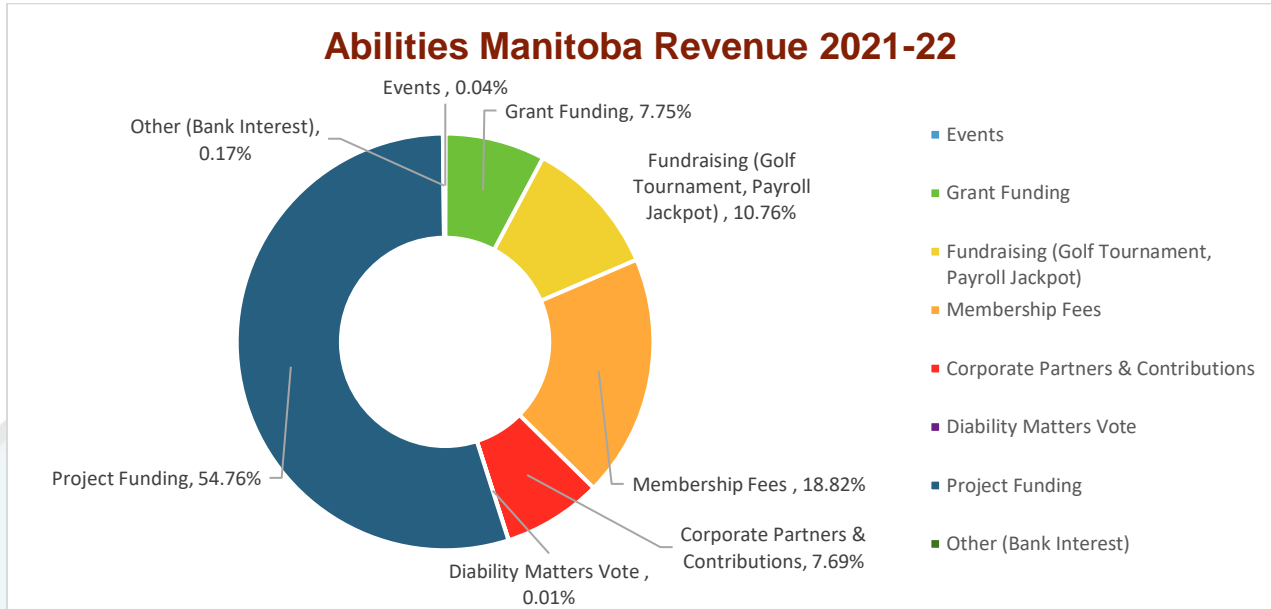
ABILITIES MANITOBA INC.
Statement of Revenue and Expenses - Quality Framework *(Schedule 2)*
Year Ended March 31, 2022

	2022	2021
REVENUE		
Project funding	\$ 391,272	\$ -
EXPENSES		
Administration fee	21,898	-
Advertising and promotion	924	-
Information technology	1,049	-
Interest and bank charges	181	-
Meals and entertainment	64	-
Office	2,594	-
Quality Framework Project	135,570	-
Telephone	1,010	-
Travel	637	-
Wages and employee benefits	227,345	-
	<u>391,272</u>	<u>-</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$ -</u>	<u>\$ -</u>

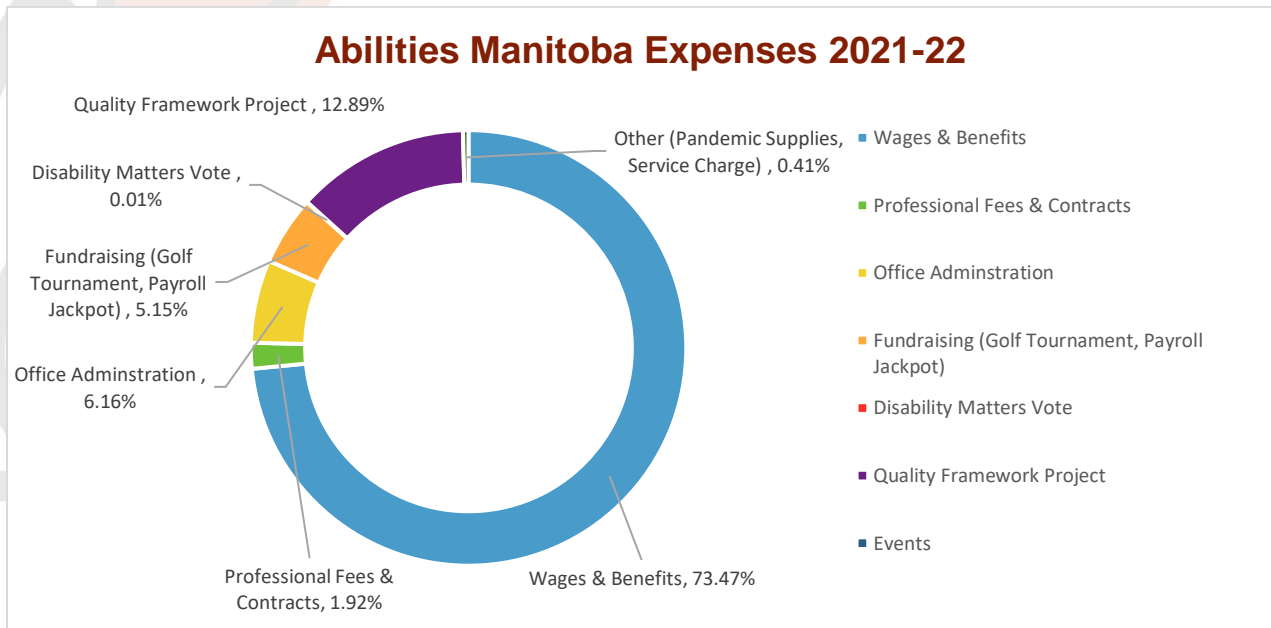
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Financials



Total Revenue: \$611,265.21



Total Expenses: \$598,205.94



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6TH ANNUAL GOLF TOURNAMENT *FUNDRAISER*

JULY 19, 2022

Registration at 12:00pm
Shotgun at 1:00pm

**Save
The
Date!**

Southwood Golf & Country Club
Winnipeg, Manitoba

More information to follow.
Visit www.abilitiesmanitoba.org for updates



Abilities Manitoba

agencies supporting people with intellectual disabilities

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